



# Dispute Resolution Services

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Residential Tenancy Branch  
Office of Housing and Construction Standards

## **DECISION**

Dispute Codes      MND, MNDC, MNSD, FF

### Introduction

A substantial amount of documentary evidence, photo evidence, and written arguments has been submitted prior to the hearing. I have thoroughly reviewed all submissions.

I also gave the applicant the opportunity to testify at the hearing.

The applicant(s) testified that the respondent(s) was served with notice of the hearing by registered mail that was mailed on August 24, 2011, however the respondent(s) did not join the conference call that was set up for the hearing.

All testimony was taken under affirmation.

### Issue(s) to be Decided

This is a request for a monetary order for \$365.00.

### Background and Evidence

The applicant testified that:

- When the tenant moved out of the rental unit she left the carpets in the rental unit extremely stained and dirty and as a result they had to be cleaned.
- When the tenant vacated some of the drapes were missing and the blinds were left extremely dirty, and as a result the blinds had to be cleaned.
- The tenant also failed to return the keys to the rental unit and as a result the locks had to be rekeyed.
- The tenant left the rental unit extremely dirty and as a result the whole rental unit had to be cleaned.
- She has provided photo evidence that shows the poor the condition in which the rental unit was left.

The applicant is therefore requesting an order as follows:

Carpet cleaning	\$145.60
Blind cleaning	\$30.00
Re key locks	\$20.00
General cleaning	\$120.00
Filing fee	\$50.00
Total	\$365.60

The applicants further request an order allowing them to keep \$365.60 of the \$447.50 security deposit that they hold.

### Analysis

It is my finding that the landlords have established the full amount they are claiming.

The landlords have provided photo evidence that shows that this rental unit was left in an extremely poor condition and I find the amounts charged by the landlords to be reasonable.

### Conclusion

I have allowed the applicants full claim of \$365.60 and I therefore order that the landlords may retain \$365.60 of the security deposit in satisfaction of this claim.

This decision is made on authority delegated to me by the Director of the Residential Tenancy Branch under Section 9.1(1) of the *Residential Tenancy Act*.

Dated: October 26, 2011.

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Residential Tenancy Branch